

IOT Software Asset Management - 2021

Who We Are: A one-member team created to Manage Software Licensing and Costs

Our Mission: Study and plan the use of Software Licenses across the Enterprise to reduce total costs for the State.

Department: _____

Manager: Ben Hogsed

Formed: October 2019

What We Do: Business Relationship Mgt.

Our Products:
ASM ASM (vFire) Work Management System

Our Metrics: IOT's metrics

Our Customers: State agencies that use any of the 100+ products/services provided by IOT.

Major Accomplishments:

- Moved vFire from on-premise to the cloud.
- Performed bi-annual rates analysis with Gartner.
- Managed the IT Maturity Assessment project.
- Managed the RACI Project.
- Automated the ITSM Customer Satisfaction process.
- Automate the ITSM Quality Control process.
- Developed & published 1st ITIL-based IOT Services Catalog.
- Developed & published the IOT Department Briefs.
- Developed & initiated the Agency Liaison Program.
- Created and manage the Breach Management Program.
- Completed Gartner IOT Services & Rates Benchmark Study.
- Created, published and maintain the IOT ITSM-ITIL Roadmap.
- Developed the Knowledge Mgt / SOP creation process.
- Merged Service Level Agreement & IOT Services Catalog.
- Incident Management – implemented in vFire.
- Developed the CMDB in vFire.

Current Projects:

- Upgrade vFire to ASM v 10.x.
- Transition the Change Management process to ASM.
- Develop and implement a 3-year ITSM Roadmap for IOT.
- Complete the restructured dedicated Agency Liaison Program.
- Reevaluate IOT's IT Maturity at year-end.
- Complete the RACI Project.
- Restructure current ITSM related Reference Guides.
- Continue to design workflows to improve the service request process.